

A photograph of a red and black train at a station platform. The train is stopped at the platform, and the platform has a yellow tactile strip. The train has "Grand Central" written on its front. The background shows a modern station building with a glass and metal facade. The overall scene is in a blue-tinted color scheme.

LONG ISLAND RAIL ROAD & METRO-NORTH RAILROAD KEY PERFORMANCE METRICS

July 2023



Metro-North crews assess damage along the Hudson Line after severe storms brought heavy rainfall to the Hudson Valley and snarled service. A few days later, service was fully restored on the Hudson Line.

This performance metrics document was prepared for the July 2023 meeting of the Joint Long Island Rail Road & Metro-North Railroad Committees.

2 Broadway • New York, NY 10004
July 17, 2023

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Visit <https://new.mta.info/transparency/board-and-committee-meetings/july-2023> or scan the QR code for Board action staff summaries, administrative items, and information items.



Visit metrics.mta.info or scan the QR code to access a comprehensive dashboard of Long Island Rail Road and Metro-North Railroad metrics.



MESSAGE FROM THE PRESIDENT



Cathy Rinaldi
President, Metro-North Railroad
Interim President, Long Island Rail Road

A Most Unwelcome Summer Visitor

In what was decidedly NOT an April shower, Mother Nature unleashed a summer torrent on Sunday, July 9 as biblical short-term rain totals and subsequent flooding throughout the Hudson Valley led to washouts, fallen trees and high water conditions along the Metro-North right of way, suspending Hudson Line service north of Croton-Harmon beginning Sunday afternoon.

Metro-North crews worked through the night and into Monday morning to evaluate damage and clear tracks of downed trees, mud, boulders, and water that in places had risen above running rails. Metro-North crews also got to work addressing washout conditions, and working with our partners in MTA Construction & Development, stabilizing slopes that experienced mud and rockslides.

On Monday morning, we also had to suspend Wassaic Branch service north of Southeast due to high water conditions and a washout south of Dover Plains. Beginning Monday afternoon, we were able to begin providing limited, load-and-go bus service on the Hudson Line - making Croton-Harmon, Cortlandt, Beacon and Poughkeepsie stops – and also on the Upper Harlem between Southeast and Wassaic.

Customers were provided with regular service updates and advised to monitor TrainTime for up-to-the-minute info. On Tuesday, we announced a partial restoration of service, with hourly trains operating between Grand Central and Peekskill. On Wednesday, near-full service returned to the Hudson Line with complete full service resuming the next day. Regular service was also restored on the Upper Harlem Line Wednesday morning.

We haven't seen this level of destruction in Metro-North territory since Hurricane Ida and our response crews were, once again, more than up to the challenge after the region received a month's worth of rain in just a few hours. A return to service after this amount of damage is nothing short of remarkable.

From the crews who both cleaned-up and re-fortified the right-of-way in multiple spots, to the workers who helped with temporary bus service, to our customer contact specialists who fielded over 700 calls and handled more than 200 chats and 200 social media inquiries on Monday, July 10 alone...I cannot thank each employee enough for their fine work.

Keepin' It Cool

Of course, our commuter railroads are no strangers to extreme seasonal weather - and while winter storm preparedness often gets the lion's share of the coverage, summer can come with its own set of extreme weather events and challenges, as we saw firsthand last weekend. We prepare for it all, and when the summer heat comes around, LIRR and Metro-North Maintenance of Way crews ready their respective systems to the greatest extent possible to combat whatever may come their way. By and large, the methods used by the railroads are very similar to one another.

Beginning with the summer heat...it's not just a vehicle for ice pops and beach days. When temperatures rise, steel rails expand and that can create heat kinks and misalignment in vulnerable areas. Both railroads deploy heat patrols during unusually hot weather and proactively increase track inspections and stage extra maintainers in key risk areas. Both railroads closely monitor their power systems during extreme weather, and Metro-North increases patrols of catenary wire on the New Haven Line. As part of a pilot program that originated in 2018, Metro-North has also begun applying reflective paint to running rails to cool down the temperature and reduce expansion. The curve in the vicinity of Rye Station is now painted yearly and we have found that the paint has led to a 15-degree (F) decrease in temperature of the running rails. The west approach to the Walk Bridge in Norwalk has also received a similar treatment and more areas are under consideration for future applications.

The subject of flash flooding is as stress-inducing as it is timely. In preparation for a pending storm, Metro-North MofW forces conduct track inspections in flood-prone areas, ensure adequate inventory of key materials, and prepare work equipment for rapid deployment.

Long Island, being flat as a board and surrounded by water, has its own known trouble locations - and so the LIRR deploys pumps and manpower to those key spots to manage flooding risks.

700+

customer phone calls handled by Metro-North on July 10 due to service outages

\$40 M

approximate combined LIRR/Metro-North revenue lost due to fare evasion in 2022

60%

of ticket sales now on TrainTime app

MESSAGE FROM THE PRESIDENT

As we all know, vegetation really explodes in the spring and early summer, which is why vegetation management efforts are a key component to keeping the right of way as clear of vegetative debris as possible once extreme weather strikes. Of course, both railroads have vegetation management & tree trimming programs to clear vegetation along the ROW. Metro-North's Enterprise Asset Management and Maintenance of Way teams review tree data to identify correlations between the various weather events (rainstorms, windstorms, etc.), tree types and the resulting damage and/or impact to rail operations.

Long Island Rail Road will employ additional High-Tension and Communications forces to respond to downed poles and/or wires in advance of anticipated high wind events (typically >40mph). The Track Department will also support with grapple trucks to remove downed trees. Both railroads remain committed to finding new and innovative ways of remaining on top of the season so that summer proceeds as all boon and no swoon.

On Summer Ridership

Over the past few months, weekday and weekend post-COVID ridership records for both railroads were as common as spring flowers with customer numbers surging in the wake of the introduction of full Grand Central Madison service. Predictably, those records have stopped coming now that summer is in full swing and vacations are the norm. Weekday LIRR ridership totals still top 200,000 with regularity but have calmed a bit following the May/June surge we experienced. Metro-North has experienced similar trends.

This is not necessarily a bad thing, and we fully expect ridership to climb once again after Labor Day. A return to seasonal patterns is healthy and certainly welcome after the last few years, which by no standard would be considered "normal."

September Service Speak

As I've said throughout, the LIRR has been busy analyzing ridership data and customer feedback since the start of full service to Grand Central, and those findings have resulted in several rounds of schedule changes – the latest of which will occur on Tuesday, September 5. These changes allow us to better match our service to where customers are going within systemwide operational constraints, especially at Jamaica. Among the highlights:

There will be more direct service to Brooklyn during the AM peak as through trains to Brooklyn have been added on the Far Rockaway, Long Beach, Hempstead, and Huntington branches. Locust Manor, Laurelton, Rosedale, Hollis, and Queens Village stops have been reassigned to more Brooklyn trains as data indicates that more riders from these stations are traveling to Brooklyn and we want to ensure that they get as many trains to Brooklyn as possible.

The new schedules create more morning express service on the Huntington and Ronkonkoma



branches. All but four morning peak Ronkonkoma trains operate express to Jamaica from either Hicksville or Bethpage and two trains from Huntington operate express from Syosset or Hicksville; two new morning peak trains originating from Hicksville and Westbury have been added to provide local service. There is also more AM peak express service between Jamaica and Manhattan.

To further balance service while meeting the demands of customers, a few trains to/from Grand Central Madison will be redirected to operate to/from Penn Station, and some late-evening trains will originate from Penn Station to offer additional service opportunities to customers attending concerts or sporting events. Another upcoming change will have most off peak trains that make a Kew Gardens stop also making a Forest Hills stop.

Please keep an eye out for the new schedules to be posted on our website, mta.info, and the TrainTime app; listen for announcements, and use the app to make sure you're always current in terms of when your trains operate and where they are at the moment. We will continue to review, analyze, and react to customer needs and demands going forward, as we have throughout this entire process.

Fighting Fare Evasion

In an attempt to stem the tide of an increasing and costly problem across all MTA agencies, a blue ribbon panel first convened last year to combat fare evasion across the board. They analyzed causes, challenges and existing conditions for each agency and provided recommendations in a final report released in May. This month, we report out on some of our initial work in response to this report:

For the commuter railroads, fare evasion does not look the same as it does on subways and buses. As we all know, our systems are open and with no physical barriers, and our conductors collect mobile or paper ticket fares after customers are already onboard.

The panel categorized fare evaders into several groups, and on commuter rail we generally find that they fall into one of two of the groups:

- 1) Opportunistic fare evaders, who evade the fare by taking advantage of a free non-commutation ride via an uncollected paper ticket or an inactivated mobile ticket.
- 2) Determined fare evaders, who board the train with no intention of paying the fare.

Short-hop trips between stations that are close together present additional fare collection challenges, as riders board and disembark trains before the conductor can reach them. This is exacerbated on crowded trains - which make it difficult for conductors to check all tickets - and by customers waiting to purchase or activate mobile tickets, which slows down conductors

MESSAGE FROM THE PRESIDENT

as they make their rounds.

Customers notice when other customers don't pay the fare and they, rightfully, let us know about it - as some of them did during the recent fare hearings.

The panel made several recommendations and I'm happy to report that the railroads were already hard at work on a number of them even prior to the report's release: They recommended that we refresh customer messaging campaigns with a focus on the importance of fare payment while also addressing the unique problem of delayed activations on mobile tickets. We released a revised ticket activation campaign before the final report was issued and another campaign is launching soon.

It was also recommended that we leverage the success of the TrainTime app, a great medium for collecting fares which now accounts for over 60% of ticket sales and growing. The panel correctly pointed-out the need to address the delayed activation problem and pursue changes to ticket validity periods and activation policies based on peer agencies and recent technological advancements. Our conductors have also highlighted these problems and we agree with the panel that collaboration with frontline employees is an essential ingredient to success in this endeavor.

We very much appreciate the panel's fine work and certainly share the concerns of all stakeholders. Combined, the LIRR and Metro-North lost an estimated \$40 million in revenue due to uncollected fares in 2022, and we're confident that the measures we're currently exploring will drive that figure down - and we hope it's by a lot.

Now On Display...

A few weeks ago, I had the pleasure of attending the opening of the New York Transit Museum's brand-new exhibit, entitled Metro-North at 40: The Oldest Young Railroad. The exhibit is a snapshot – actually, many snapshots – of an institution whose determined employees lifted it from humble beginnings to one that consistently receives high marks in safety and customer satisfaction.

As we all know, Metro-North has come a long way since its 1983 founding. At that time, rail transportation was generally viewed as something that had its day long ago and more and more people seemed to prefer sitting in traffic in their cars to a train that may or may not get them to their destination. In this exhibit, you'll see the faces of the men and women who set out to change that perception. As the five Metro-North presidents before me could attest, the journey to where we are now was not an easy one, but most definitely a rich and colorful one.

The exhibit features plenty of historic photographs, uniform elements, promotional buttons, maps and other ephemera from the early days of the railroad including a maquette for the logo,



plus Metro Man II occupying a place of honor. This is the first exhibit opening since the start of the pandemic, and we encourage everyone to stop by and check it out - on display now until early November at the museum's Grand Central Gallery and Store.

Welcome Aboard!

You know, I'm often asked "What is your biggest challenge as an organization?" Well, for an entity this size and in a region this big, attracting and retaining new talent is near the very top of the list, if not at the top...especially since COVID, which changed just about everything, including the nature of employment itself. That's precisely why we were so excited to welcome a cohort of 28 new Engineering trainees to the Metro-North family on June 28.

While we pride ourselves on the consistently high marks we receive in customer satisfaction, safety and performance, those accolades don't come easy. They're the result of hard work, dedication and a commitment to excellence...and we believe this new generation of railroaders and future leaders possess the drive and commitment necessary to continue this trend. The 18 months of training – plus the on-the-job education they will receive throughout their careers in Maintenance of Way and Equipment Maintenance – will be nothing short of world-class.

This is all part of an organizational push to build the MTA talent pipeline like never before, which manifests itself in open and active recruitment on social media and the railroads' digital networks, job fairs, open houses, college and technical high school outreach, employee referral programs, and the like. The job opportunities range from entry-level positions - many of which don't require a bachelor's degree - all the way to skilled professionals.

Celebrating Disability Pride

July is Disability Pride Month, and LIRR and Metro-North have been celebrating all month long with both internal and external digital content designed to shine a light on the experiences of people with disabilities and their importance to our region.

While we celebrate disability pride all year long, July allows us to mark the 33rd anniversary of the Americans with Disabilities Act (ADA). To honor the month, the MTA and its agencies are both hosting and taking part in a series of special events at which we hope to see customers, employees and partners alike.

As MTA Chief Accessibility officer Quemuel Arroyo put it, "ADA set a floor, not a ceiling, of what accessibility could look like...and compliance is not good enough." We couldn't agree more, and so both Metro-North and the Long Island Rail Road will continue to enhance every part of the journey, from station access to the way we disseminate customer information, in order to make the entire system more accessible for all.

METRO-NORTH RAILROAD





Partial digital display board in the top right corner showing some illegible text.

POSTAL EDUCATION SCHOOL
The leaders of tomorrow are educated just three stops away
in faith, scholarship, and service.

MTA
Enjoy your ride!

Metro-North Railroad
NEWSPAPER
BOTTLES & CANS
GLASS

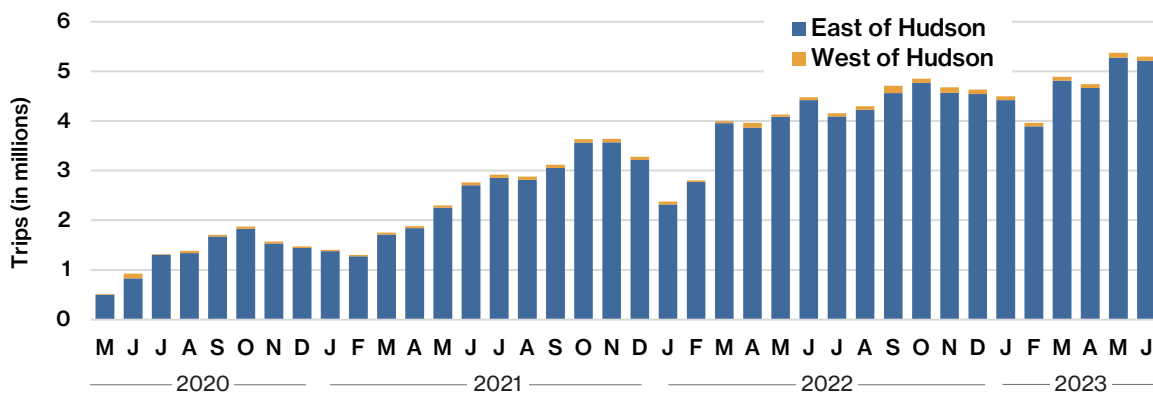
Metro-North Railroad
Daily Tickets

Metro-North Railroad

RIDERSHIP

Monthly Ridership

Estimated number of monthly trips taken. Ridership is based on ticket sales data.



Data Review

Metro-North’s June 2023 ridership of 5.28 million dropped 1.4% from the 5.35 million recorded in May 2023. We set record-ridership days, with 12 weekdays over 200,000, but the “smoke days” in early and late June depressed the monthly total. Average daily ridership in June rose 1.9% and average weekday ridership was approximately 197,000, up 1% from May.

Metro-North ridership in June was 18% higher than June 2022, representing approximately 71.6% of June 2019 ridership. Weekday average ridership stood at 66.6% of June 2019. Average Tuesday-Thursday average ridership rose 1.5% to 206,359, at 69.8% of June 2019. Average weekend ridership rose 3.1% to 104,596, but the share of 2019 dropped slightly to 78%.

Total commutation ridership and average weekday commutation ridership using monthly and 20-trip tickets dropped 2.9% from May to June, the result of one less work day and “smoke days.” Commutation’s share of total rides remained steady from May at 39%, dropping slightly on a per-weekday basis from 49% of May weekday rides to 47%, due to a higher number of riders using other tickets.

Moving Forward

Daily ridership continued to improve steadily in June when not obscured by smoke, with records being set Tuesday through Friday of Juneteenth week and on the following Sunday; absent the “smoke days,” this would likely have been our best post-pandemic month yet. Ridership in the first week of July dropped 22% from the last week of June, just as it did in 2022, beginning the typical seasonal vacation-driven summer slump.



FINANCIAL RESULTS

2023 Revenues & Expenses, June Year-to-Date

\$ in millions

| | Budget | Actual | Variance |
|---|------------------|------------------|-----------------|
| Total Non-Reimbursable Revenues | \$286.2 | \$290.4 | \$4.2 |
| Farebox Revenues | \$238.7 | \$262.6 | \$23.9 |
| Other Revenues | \$47.5 | \$27.8 | (\$19.7) |
| Total Non-Reimbursable Expenses | \$730.5 | \$746.1 | (\$15.5) |
| Labor Expenses | \$497.6 | \$525.5 | (\$27.9) |
| Non-Labor Expenses | \$232.9 | \$220.6 | \$12.3 |
| Non Cash Liabilities | \$153.7 | \$164.6 | (\$10.9) |
| Net Surplus /(Deficit) - Accrued | (\$598.1) | (\$620.3) | (\$22.3) |

Staffing Levels

| Positions (Full-Time Equivalents) | Budget | Actual | Variance |
|-----------------------------------|--------------|--------------|------------|
| Non-Reimbursable | 6,021 | 5,799 | 222 |
| Reimbursable | 851 | 541 | 310 |
| Total Positions | 6,872 | 6,339 | 533 |

Data Review

Through June, farebox revenue was \$23.9 million higher than the adopted budget due to higher ridership across all East of Hudson lines. The budget for revenue is based on the revised McKinsey & Co. ridership projection.

Labor expenses are higher than the adopted budget by \$27.9 million due to higher health and welfare costs and lower reimbursable overhead as well as higher overtime and payroll expenses. At the end of June, there were 533 vacancies compared to the budget and 805 vacancies against the year-end authorized headcount.

Non-labor expenses are favorable to the adopted budget by \$12.4 million, driven primarily by lower energy and maintenance and other operating contracts expense partially offset by higher materials expense.

Moving Forward

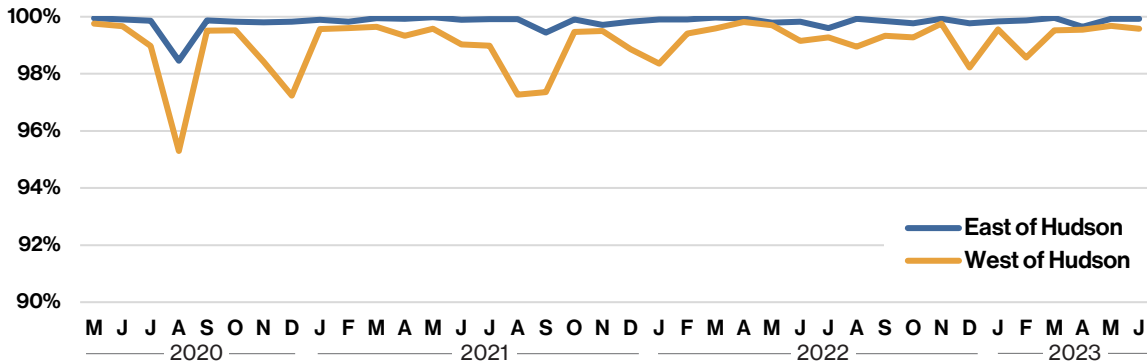
We are focused on growing staff to budgeted targets across all crafts. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Metro-North Railroad

PERFORMANCE

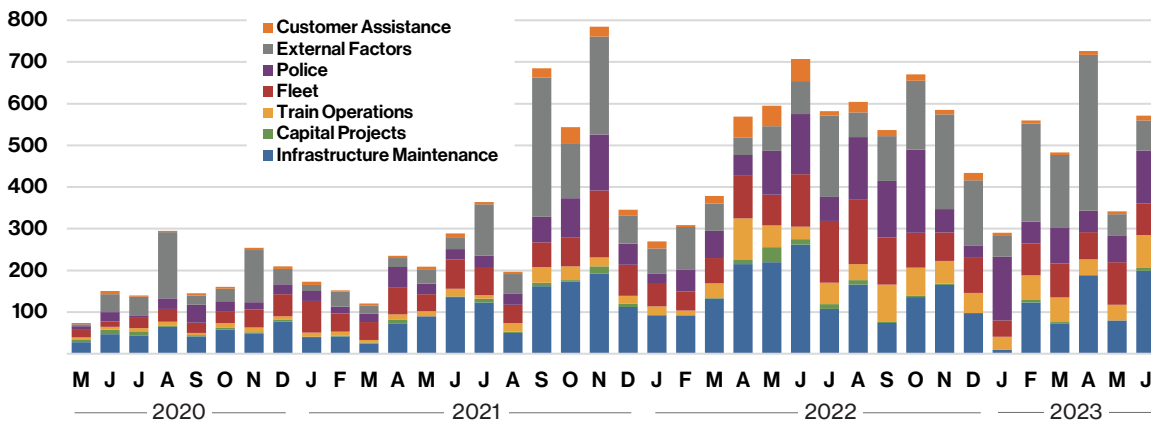
Service Delivered

The share of scheduled train trips completed. NJ Transit operates West of Hudson trains.



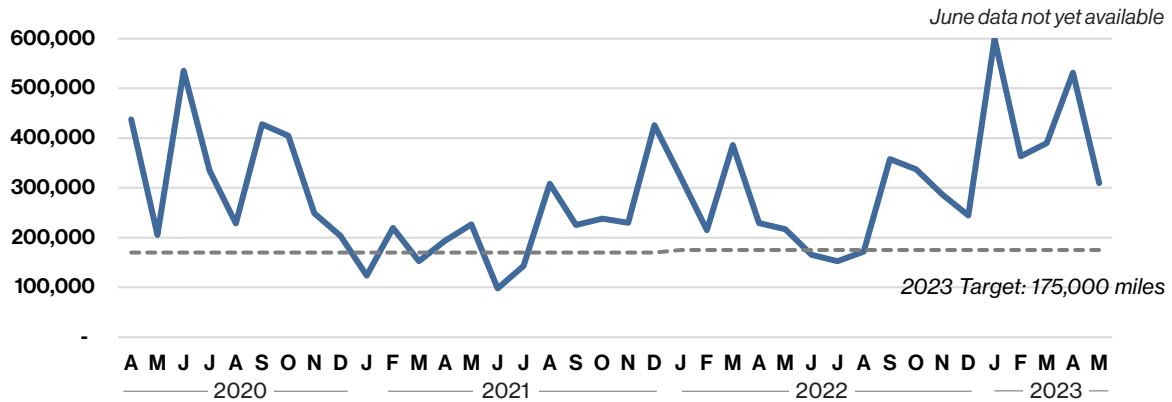
Delays by Type

The number of delayed trains by type of delay



Mean Distance Between Failures

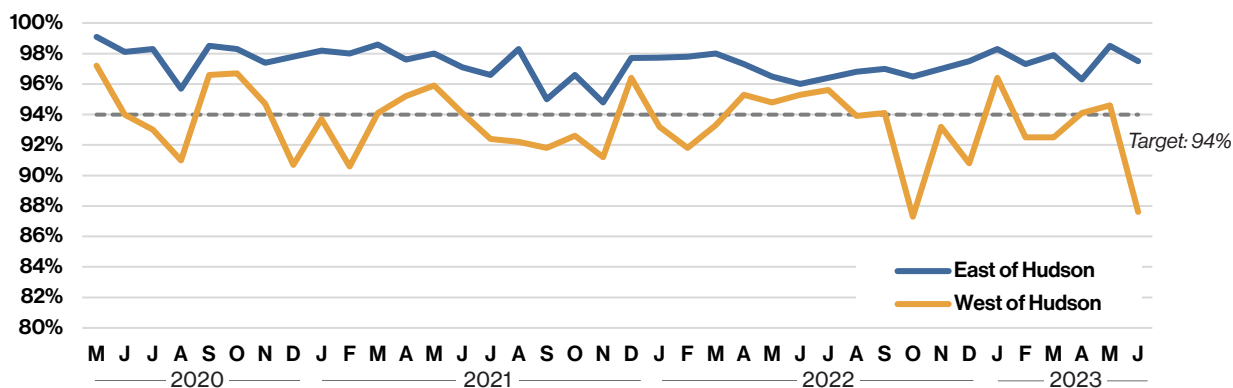
The average number of miles a railcar or locomotive travels before failing and causing a delay



PERFORMANCE

On-Time Performance

The share of trains that arrive at their terminus station within 5:59 minutes of schedule. NJ Transit operates West of Hudson trains.



On-Time Performance, by Line

| | | | |
|------------------|-------|-----------------------|-------|
| Hudson | 97.0% | Port Jervis | 74.6% |
| Harlem | 97.7% | Pascack Valley | 97.3% |
| New Haven | 97.7% | | |

Data Review

Metro-North's service delivered rate for June was 99.9%, while systemwide on-time performance (OTP) was 97.5%, above goal of 94%. Year-to-date OTP was also above goal at 97.6%. Six major incidents affected June's OTP:

- On June 2, a trespasser strike at Commerce Street crossing in Valhalla disrupted evening rush hour service, impacting 38 trains.
- On June 6, signal issues delayed trains coming into Grand Central, impacting 22 trains.
- On June 10, a bridge strike near Greenwich on the New Haven Line delayed 12 trains.
- On June 14, an overhead grounded wire caused by the failure of one of two underground feeders in Mount Vernon, resulted in a reduction in operating power, impacting 11 trains. A second incident caused by a disabled Amtrak train at Greenwich disrupted morning rush hour service, delaying 15 Metro-North trains.
- On June 20, signal issues at Grand Central disrupted morning peak service, impacting 51 trains.
- On June 26, a lighting strike caused power outages and signal failures throughout the Port Jervis Line, resulting in 84 delayed trains.

Moving Forward

On July 9, a once-in-a-1,000-year rainfall event caused flash flooding throughout the Hudson Valley, snarling Hudson Line service between Croton-Harmon and Poughkeepsie due to washouts, downed trees, boulders, and flooding on the tracks. Crews raced to repair the damage and as of July 12, repairs had progressed enough to allow Metro-North to resume service systemwide, thanks to extensive efforts from the team. Recovery efforts continue as our employees work diligently to repair the damage left behind by this catastrophic event.

Metro-North Railroad

MAJOR PROJECTS

Pre-Construction Work on the Park Avenue Viaduct Begins



A Metro-North train traverses the over 100-year-old Park Avenue Viaduct in Manhattan.

Metro-North and MTA Construction & Development have entered a new phase on the Park Avenue Viaduct project, a critical state-of-good repair effort. Crucial pre-construction work on the over 100-year-old viaduct has begun, including surveying at track and street levels, soil boring, rock core sampling, and geoprobes, as well as advancing final design details.

Starting later this summer, the project's first major activities will begin, including substructure construction. This entails constructing the viaduct's new foundations and columns, which will help to reduce noise and vibration from the new structure. The start of this major construction marks an important milestone in this project, all without causing significant impacts to current Metro-North service.

The MTA project team has planned construction to reduce its impacts to the surrounding community. The project will also include an MTA Arts & Design art installation over E 116 Street along the east and west side of the viaduct.

Replacing the Park Avenue Viaduct will create a more resilient viaduct that meets modern industry standards and includes reduced noise and vibration levels from passing trains. The Viaduct is the main artery that carries trains to and from the heart of the Metro-North system – Grand Central Terminal – and this project will ensure that Metro-North riders will continue to have reliable train service to and from Manhattan for the next century and beyond.

CUSTOMERS & COMMUNITIES

Accessibility Keeps Improving at Metro-North Railroad

July is Disability Pride Month, and this July marks the 33rd anniversary of the Americans with Disabilities Act becoming law. At Metro-North Railroad, there is always a focus on accessibility improvements with multiple projects currently underway and additional studies being performed in order to get ready for future projects. This year, we will see three major elevator projects come online making the stations in Scarsdale, Hartsdale and Purdy's fully accessible.

Customers will also see several technological advancements to provide a smoother and more accessible ride. Metro-North will be piloting an accessibility Help Point at New Rochelle to alert train crews of those needing assistance to board. In White Plains, a pilot with NaviLens is about to begin, which uses audible technology to help blind and low-vision users navigate the station. Installation of Hearing Loops is nearly complete at all ticket offices in the Metro-North territory to assist our hearing aid reliant customers. Across the river in Rockland County, an accessibility study with recommendations is on the horizon.

In order to better inform our riders of accessibility features offered at each station, MTA will be publishing a new map of the commuter railroads later this year. This is concurrent with new station web pages that incorporate new accessibility designations for stations to further communicate accessible features to customers.



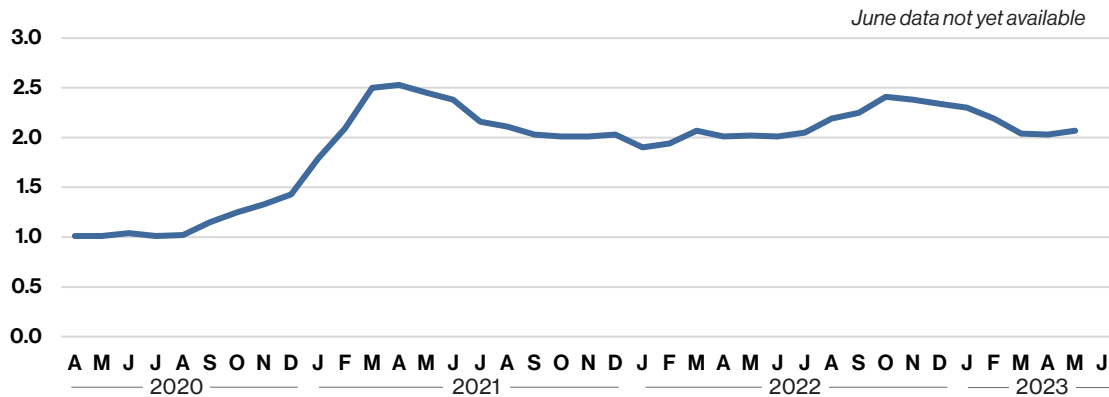
A new elevator is being constructed at Scarsdale Station on the Harlem Line.

Metro-North Railroad

SAFETY & SECURITY

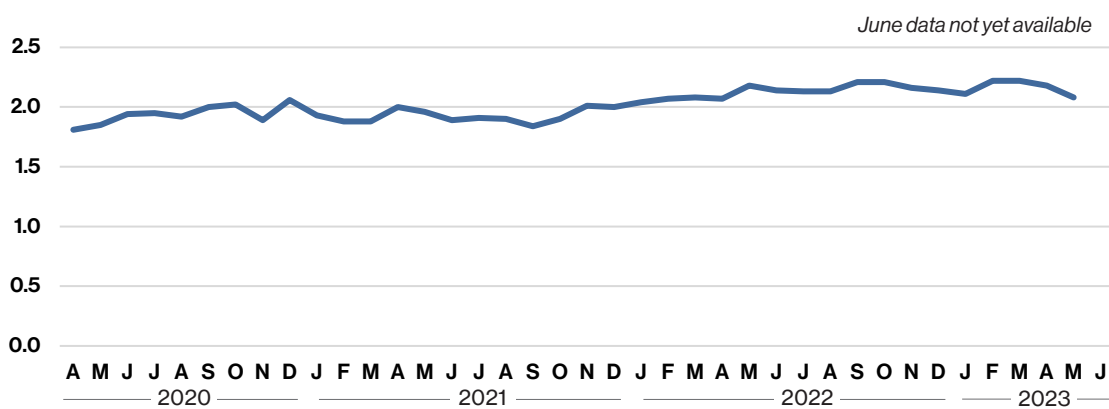
Customer Accident Rate

The number of reportable customer accidents per one million customers (12-month rolling average)



Employee Lost Time Accident Rate

The number of reportable employee lost time accidents per 200,000 hours worked (12-month rolling average)



Data Review

The reportable customer injury rate increased from 2.02 to 2.07 per one million customers in the current 12-month reporting period, June 2022 through May 2023, compared to the prior 12 months. The reportable employee lost time injury rate decreased from 2.18 to 2.08 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

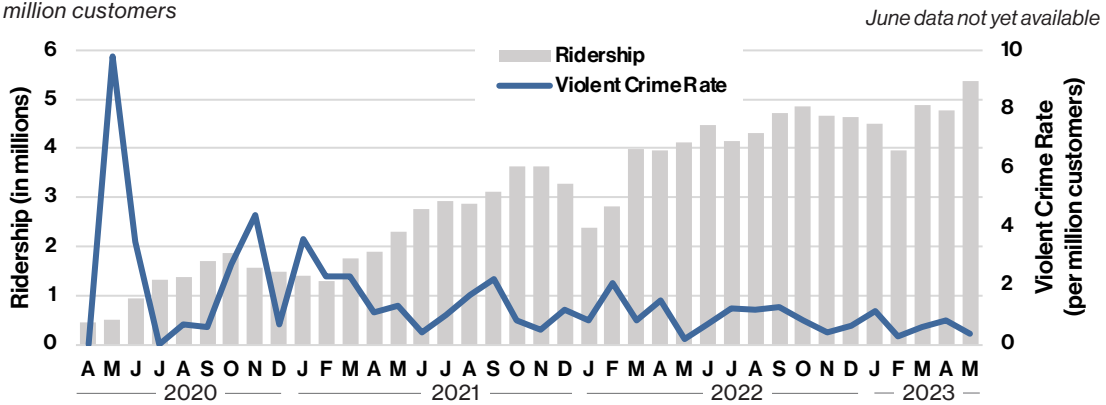
In support of International Level Crossing Awareness Day on June 15, Metro-North conducted outreach at 5 grade crossings in New York and Connecticut (Hudson Avenue, Peekskill; Roaring Brook Road, Chappaqua; Portland Avenue, Ridgefield-Branchville; Glover Avenue, Danbury; and Eagle Street, Waterbury), making 663 contacts. Metro-North Station Ambassadors also performed outreach at three stations near grade crossings (Peekskill, South Norwalk, and Chappaqua), making 850 contacts. Thanks to the MTAPD, FRA, Connecticut DOT, and Connecticut Operation Lifesaver, who partnered with Metro-North OSS staff for the grade crossing outreach events.



SAFETY & SECURITY

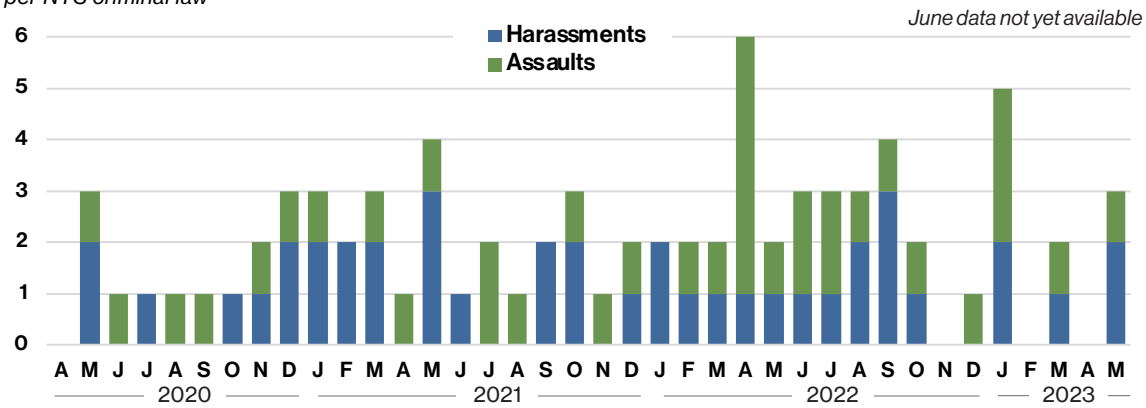
Major Crimes Against Customers

The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers



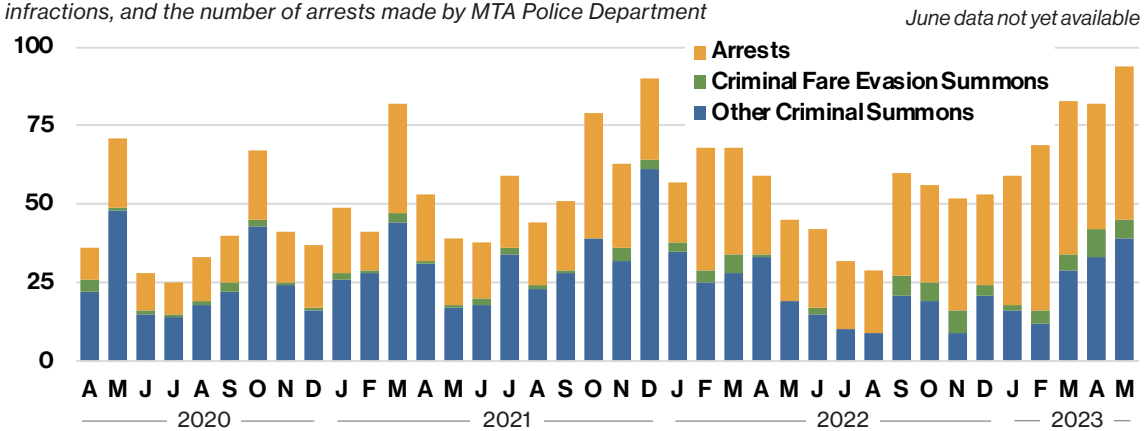
Assaults and Harassments Against Employees

The number of assaults and harassments against Metro-North and MTA Police Department employees, per NYS criminal law



Summonses and Arrests

The number of criminal summonses issued for fare evasion, the number of criminal summonses issued for other infractions, and the number of arrests made by MTA Police Department





LONG ISLAND RAIL ROAD

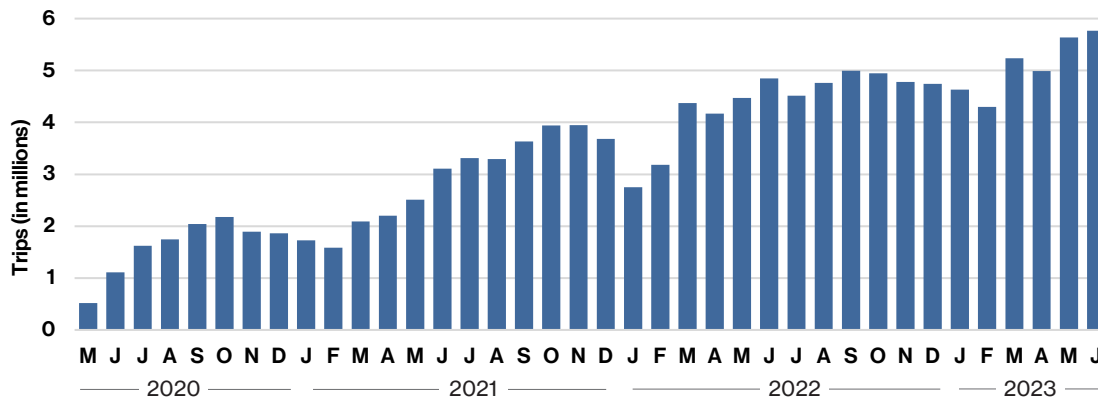


Long Island Rail Road

RIDERSHIP

Monthly Ridership

Estimated number of monthly trips taken, per million trips. Ridership is based on ticket sales data.



Data Review

The month of June brought new LIRR ridership records. The average weekday ridership was the highest since the beginning of the pandemic, increasing 6% compared to May, while the average weekend ridership showed higher growth increasing 15%, with Saturdays going up 17% and Sundays going up 13% compared to last month. New weekday and weekend ridership records were also broken. June 21 marked the highest daily ridership since the beginning of the pandemic with 242,162 customers. June 10 was the highest Saturday ridership with 139,304 customers and June 25 was the highest Sunday ridership with 123,527 customers.

Even more, summer weekend ridership marked new records with June 17-18 reaching 258,650 ridership, while the following weekend June 24-25 reached 251,602 ridership. The LIRR provides extra summer service to Long Island and offers discounted escorted tours & packages to many popular attractions.

Overall, total LIRR ridership continues to grow when compared to the same month of the previous year. June 2023 ridership increased 19% compared to June 2022, representing 74% of June 2019’s ridership, with commutation ridership increasing 15% and non-commutation ridership increasing 21%.

Moving Forward

The historic February 27 opening of full service to Grand Central Madison (GCM) continues to contribute to LIRR ridership growth. The LIRR carried over 200,000 customers per weekday 64 times since the GCM Opening (up to July 10th), while June excelled with 20 weekdays (out of 22 workdays) exceeding the threshold of 200,000 ridership. Customers have taken advantage of the new service, steadily shifting toward 35% share for trips to GCM and 65% share to Penn Station.



FINANCIAL RESULTS

2023 Revenues & Expenses, June Year-to-Date

\$ in millions

| | Budget | Actual | Variance |
|---|------------------|------------------|-----------------|
| Total Non-Reimbursable Revenues | \$266.6 | \$278.8 | \$12.2 |
| Farebox Revenues | \$253.0 | \$263.2 | \$10.1 |
| Other Revenues | \$13.6 | \$15.6 | \$2.0 |
| Total Non-Reimbursable Expenses | \$962.4 | \$871.6 | \$90.8 |
| Labor Expenses | \$717.0 | \$661.4 | \$55.6 |
| Non-Labor Expenses | \$245.4 | \$210.3 | \$35.2 |
| Non Cash Liabilities | \$227.2 | \$279.4 | (\$52.1) |
| Net Surplus /(Deficit) - Accrued | (\$923.0) | (\$872.2) | \$50.8 |

Staffing Levels

| Positions (Full-Time Equivalents) | Budget | Actual | Variance |
|-----------------------------------|--------------|--------------|------------|
| Non-Reimbursable | 6,929 | 6,729 | 200 |
| Reimbursable | 1,131 | 975 | 156 |
| Total Positions | 8,060 | 7,704 | 356 |

Data Review

Through June, farebox revenue was \$10.1 million higher than the budget due to higher-than-expected ridership, partially offset by lower yield per passenger. The budget for revenue is based on the revised McKinsey & Co. ridership projection.

Labor expenses are lower than the budget by \$55.6 million due to the existing vacant positions and their associated fringe costs and the timing of pension, partially offset by higher overtime. At the end of June, there were 356 vacancies compared to the budget.

Non-labor expenses are lower than the budget by \$35.2 million, driven by the timing of material usage, maintenance service contracts, and electric power.

Moving Forward

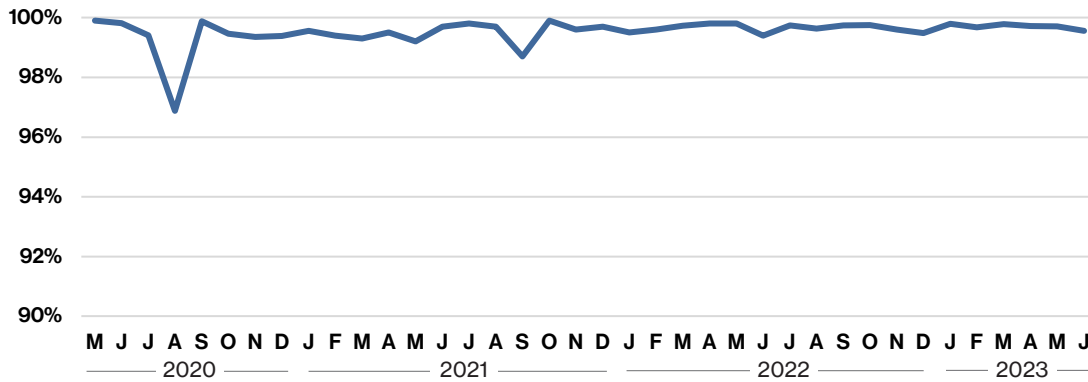
We are aggressively moving forward to fill all vacancies at LIRR. We are aware of the financial challenges faced by the MTA, and we continually look for cost-effective ways to operate efficiently, ranging from workforce management to material needs.

Long Island Rail Road

PERFORMANCE

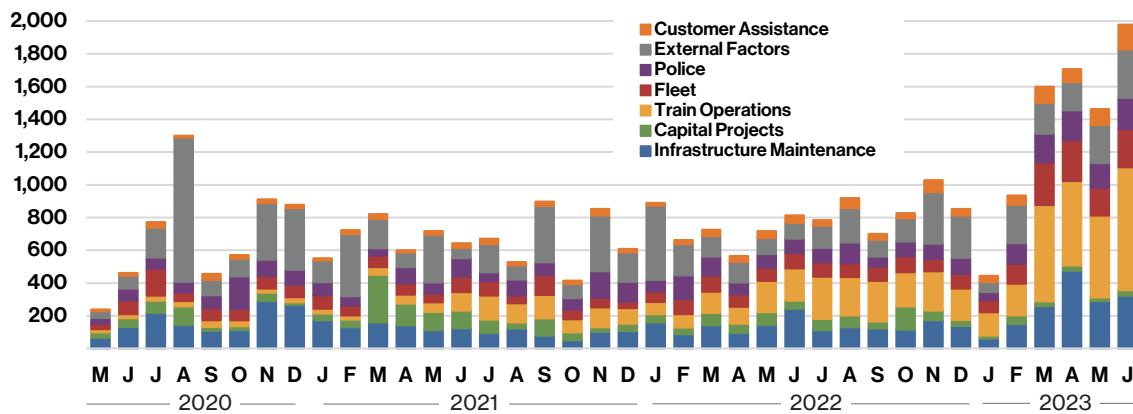
Service Delivered

The share of scheduled train trips completed



Delays by Type

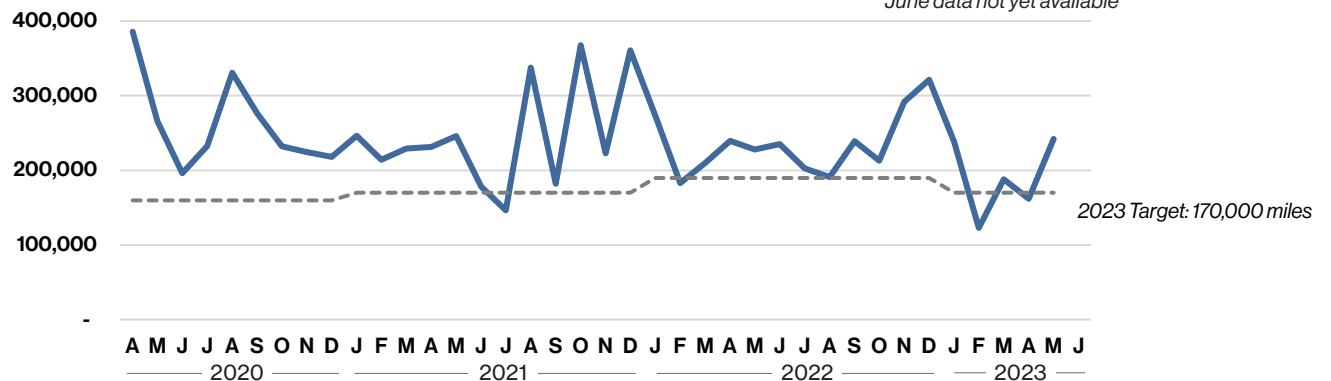
The number of delayed trains by type of delay



Mean Distance Between Failures

The average number of miles a railcar or locomotive travels before failing and causing a delay

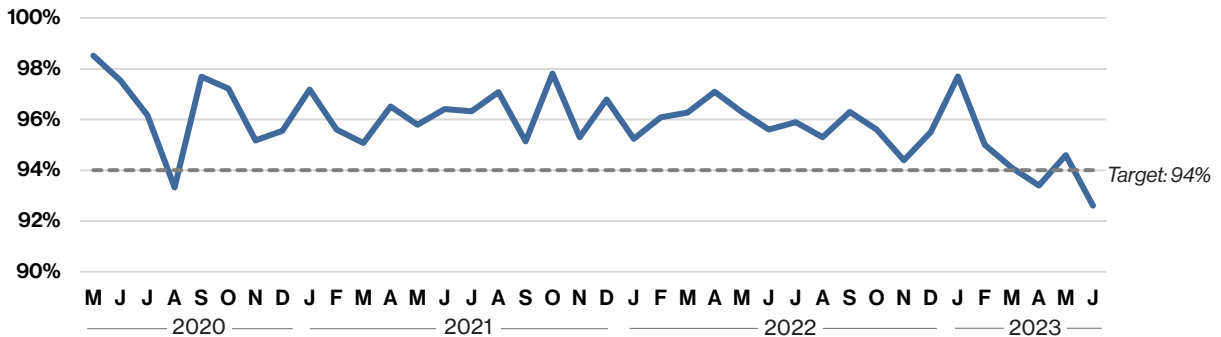
June data not yet available



PERFORMANCE

On-Time Performance

The share of trains that arrive at their terminus station within 5:59 minutes of schedule



On-Time Performance, by Branch

| | | | |
|--------------|-------|-----------------|-------|
| Atlantic | 97.9% | Montauk | 88.5% |
| Babylon | 90.5% | Oyster Bay | 91.4% |
| Far Rockaway | 94.4% | Port Jefferson | 90.4% |
| Hempstead | 93.6% | Port Washington | 96.9% |
| Huntington | 87.6% | Ronkonkoma | 92.8% |
| Long Beach | 90.5% | West Hempstead | 92.6% |

Data Review

For the month of June, on-time performance was 92.6%, below the goal of 94%. 2023 Year-to-date OTP is above goal at 94.4%. Atlantic, Port Washington, and Ronkonkoma branches operated at or above goal, while Atlantic, Montauk, Oyster Bay, Port Jefferson, Port Washington, and Ronkonkoma branches met the year-to-date OTP goal.

25 incidents resulted in ten or more late, cancelled, or terminated trains. The most significant event occurred on June 29 due to signal trouble between Harold Interlocking and Jamaica causing 29 late trains, delayed our customers an average of 12 minutes and reduced monthly OTP by less than one percent.

The fleet mean distance between failures, a metric that measures the average number of miles a railcar or locomotive travels before failing or causing a delay, operated at 242,028 miles in May, exceeding the target of 170,000 miles.

Moving Forward

LIRR to Mets-Willets Point is the best way to get to the 2023 US Open at the Billie Jean King National Tennis Center in Queens. The venue is encouraging attendees to utilize public transportation, which is running all day long for the two-week event, including all the Fan Week festivities the week before the tournament.

Ocean Avenue Substation Completed On-Time and Within Budget



The new Ocean Avenue substation improves the reliability of LIRR power infrastructure.

LIRR crews replaced the Ocean Avenue substation in Rockville Centre, allowing greater power support to the railroad. This substation services a part of the LIRR territory that has dense volumes of train traffic, placing substantial demands on the traction power system necessary to operate LIRR electric power trains.

Before its replacement, the substation was operating beyond its useful life and was in great need of upgrade and replacement. The project included removal and demolition of existing infrastructure and installation of new transformers outside the new substation building, which houses electrical components, fiber optic cables, a fire alarm system, switchgear, and supporting equipment.

The new Ocean Avenue substation utilizes modern technology and provides capacity to prepare the LIRR power system for the anticipated demands associated with the new M9 car fleet. Additionally, the new substation will support increases in train service expected over the next several years.

The new substation meets current safety protocols, thus ensuring safe working conditions for LIRR employees. Additionally, the replacement project greatly improves the reliability of LIRR power infrastructure and customers will have a smoother, safer, and more reliable ride.

CUSTOMERS & COMMUNITIES

Music Under New York Comes to Grand Central Madison

MTA LIRR Government and Community Relations staff were on hand for the first auditions for the Music Under New York on June 28th in Grand Central Madison. These auditions were the first since May 2019 and were in the main concourse of the station, giving passersby's, riders and employees a chance to enjoy some tremendous performances. Helping to both run the event and select musicians to play in this lauded program is a huge point of pride for the GCR team.



Musicians audition for a spot in the Music Under New York Program.

Music Under New York is a program within MTA Arts & Design, which provides visual and performing arts in the MTA network. Approximately 45 musicians and musical groups were scheduled to audition on Wednesday, June 28 at Grand Central Madison, out of 128 applications. Musicians were given five minutes to perform live for the public and a panel of judges consisting of musicians, music professionals, and transit representatives. The judges scored the performances based on a slate of criteria of quality, variety, and appropriateness for the transit environment. MTA Arts & Design typically adds up to 25 acts each year to the MTA MUSIC roster, which includes more than 350 performers representing a wide variety of musical genres and cultures as diverse as New York City itself.

Music Under New York performs at dozens of New York City Transit stations, in addition to three LIRR stations; Penn Station (at both the 1, 2, 3 and A, C, E entrances), Atlantic Terminal (the mezzanine facing the LIRR monitors and track 2) and in Grand Central Madison. We hope to see you at one of these venues soon!

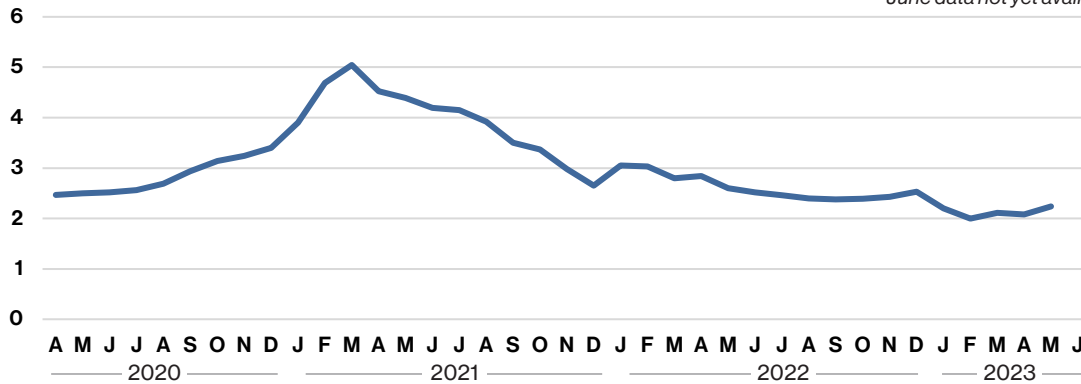
Long Island Rail Road

SAFETY & SECURITY

Customer Accident Rate

The number of reportable customer accidents per one million customers (12-month rolling average)

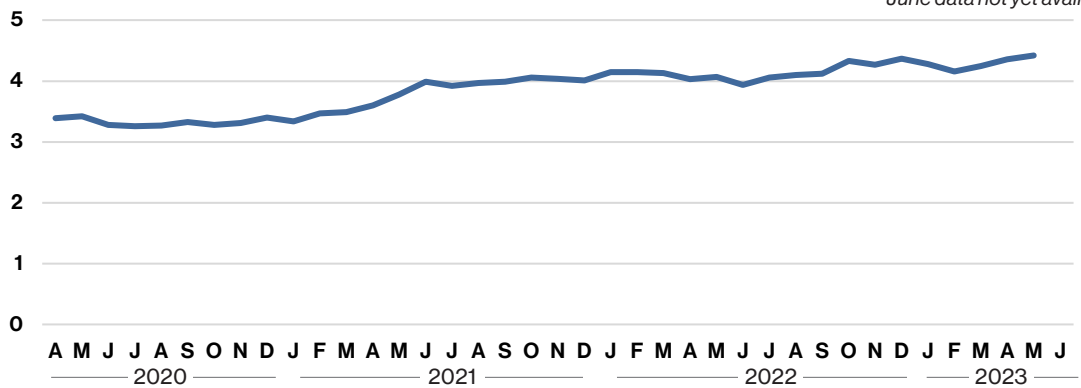
June data not yet available



Employee Lost Time Accident Rate

The number of reportable employee lost time accidents per 200,000 hours worked (12-month rolling average)

June data not yet available



Data Review

The reportable customer injury rate decreased from 2.60 to 2.24 per one million customers in the current 12-month reporting period, June 2022 through May 2023, compared to the prior 12 months. The reportable employee lost time injury rate increased from 4.07 to 4.42 per 200,000 working hours, compared to the prior 12 months.

Moving Forward

On Tuesday July 11, LIRR held its first in-person Safety Incentive Award Ceremony since 2019, employees nominated by their peers were recognized by management and labor leaders for performing extraordinary acts of safety in 2022. During July, our T.R.A.C.K.S. program was presented to students at various schools and camps throughout Long Island including the Family Residence and Essential Enterprises of Bethpage and Hauppauge. Finally, an Operation Lifesaver event in partnership with MTA Police was conducted at Babylon Station.

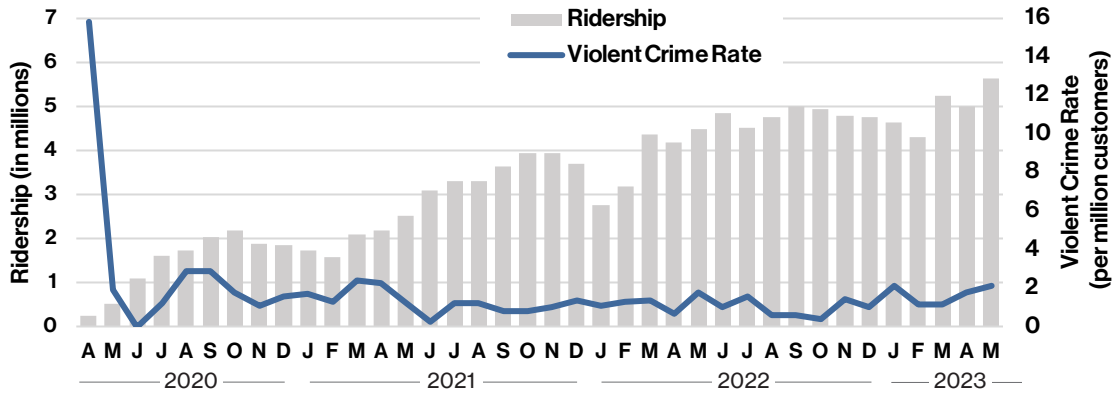


SAFETY & SECURITY

Major Crimes Against Customers

The rate of all violent crimes (murder, rape, robbery, felony assault, grand larceny) against customers, per million customers

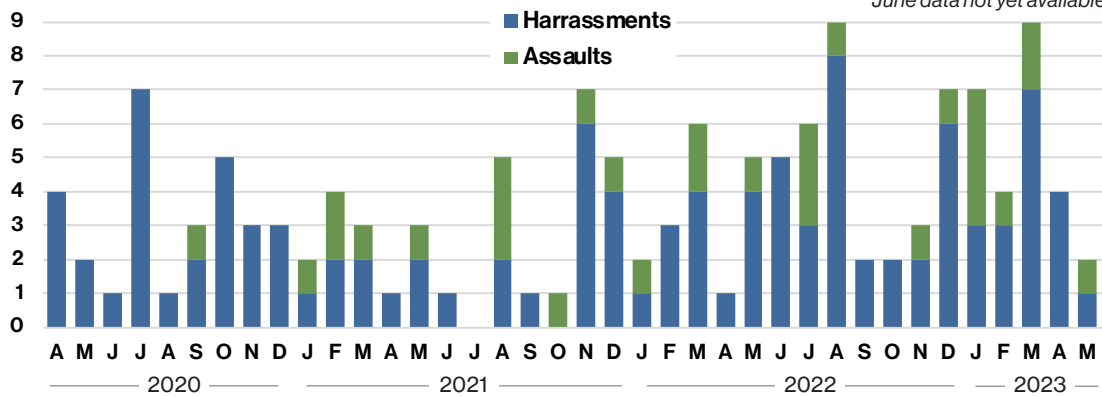
June data not yet available



Assaults and Harassments Against Employees

The number of assaults and harassments against LIRR and MTA Police Department employees, per NYS criminal law

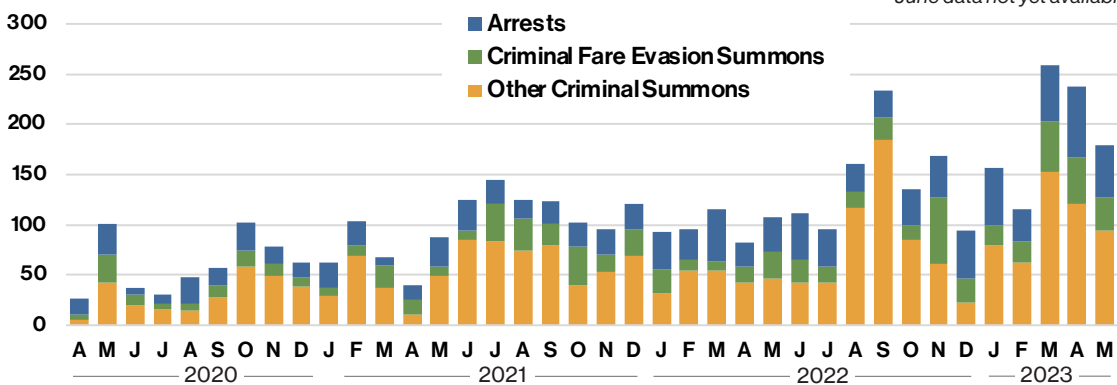
June data not yet available



Summonses and Arrests

The number of criminal summonses issued for fare evasion, the number of criminal summonses issued for other infractions, and the number of arrests made by MTA Police Department

June data not yet available





Platform A - New York
Waiting Room & Tickets

New York

ABOUT THE METROPOLITAN TRANSPORTATION AUTHORITY, THE LONG ISLAND RAIL ROAD, AND METRO-NORTH RAILROAD

The Metropolitan Transportation Authority is North America's largest transportation network, serving a population of 15.3 million people across a 5,000 square-mile travel area surrounding New York City through Long Island, southeastern New York State, and Connecticut.

Long Island Rail Road is comprised of over 7,000 employees serving over 200,000 passengers a day. We operate 700 trains daily and maintain 125 stations, nearly 700 miles of track, and 27 shops and yards.

Metro-North Railroad is comprised of nearly 6,000 employees serving over 200,000 passengers a day. We operate 700 trains daily and maintain 124 stations, nearly 900 miles of track, and 19 shops and yards.

The MTA is governed by a 23-member Board, organized in eight committees. Members of the Joint Long Island Rail Road and Metro-North Railroad Committee include:

- Samuel Chu, Co-Chair
- Blanca Lopez, Co-Chair
- Gerard Bringmann
- Norman Brown
- Michael Fleischer
- Randolph Glucksman
- David Mack
- Vinnie Tessitore
- Midori Valdivia
- Neal Zuckerman

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